1. Monitored accounts for compliance with established payment plans and flagged those in violation.
2. Delivered exceptional customer service on all calls while maintaining calm and professional demeanor in challenging circumstances.
3. Maintained high volume of calls to meet demands of busy group.
4. Used skip tracing and other techniques to locate debtors.
5. Trained new team members on scripts, company services and performance strategies and provided mentoring.
6. Prevented impending loss and increased profitability by enforcing scheduled collection campaigns, consistently achieving targeted recovery rate.
7. Used scripted conversation prompts to convey current account information and obtain payments.
8. Achieved performance goals on consistent basis.
9. Set up drafts and processed immediate payments after conducting thorough research and analysis of account.
10. Worked in call center environment handling manual and automatically dialed outbound calls.
11. Applied more than [Number] payments per week.
12. Worked with [Job title] and assisted [Job title]s to properly apply customer remittances.
13. Managed efficient cash flow reporting, posted cash receipts and analyzed chargebacks, independently addressing and resolving issues.
14. Identified, researched and resolved billing variances to maintain system accuracy and currency.
15. Performed targeted collections on past due accounts aged over [Number] days.
16. Demonstrated respect, friendliness and willingness to help wherever needed.
17. Produced, distributed and tracked more than [Number] monthly invoices for [Industry] business.
18. Handled high volume of in-bound calls pertaining to reconciliation of delinquent accounts.
19. Contacted clients with past due accounts to formulate payment plans and discuss restructuring options.
20. Compiled and analyzed data for review by senior management of loan loss reports to measure portfolio performance.